AEROPUERTO INTERNACIONAL
JORGE CHÁVEZ
Avenida Elmer Faucett s/n – Callao
Edificio Central
T (511) 517 3100
www.lima-airport.com

C-LAP-COM-2026-1080

Callao, October 5, 2026

Dear
Michael Patrick King
Present.-

We are writing to you on behalf of Lima Airport Partners S.R.L. (Lima Airport), the operator of Jorge Chávez International Airport (AIJC), to respond to your complaint submitted on September 26, 2026, regarding the restriction on a power bank you were carrying in your carry-on luggage. Your complaint was logged in our complaint management system under number 12938.

In this regard, we must point out that—in accordance with current regulations—there are certain items that, due to their characteristics, are prohibited from being carried in carry-on luggage.

In response to your complaint, we must note that the battery identified at the Security Checkpoint on September 26 had a capacity of 166.5 Wh, according to the information in our inspection records.

In this regard, a battery's capacity expressed in milliampere-hours (mAh), together with its nominal voltage, allows for the determination of its energy capacity in watt-hours (Wh). In this case, considering the capacity and the corresponding nominal voltage, an energy capacity of 166.5 Wh was determined, which exceeds the permitted limit under the applicable conditions.

It should be noted that if portable batteries (power banks) exceed the permitted limits[1], they cannot be carried in passengers' carry-on luggage, as they could pose a safety risk on board aircraft. This information is included in the "List of Items Prohibited from Being Carried by Passengers, Crew, or Users as Part of Their Carry-On Baggage," approved by the General Directorate of Civil Aviation (DGAC), which can be viewed via the following link: https://www.lima-airport.com/cms/pasajeros/restricciones-de-viaje.

We also have information on the restrictions that apply to carrying items in carry-on luggage in different areas of Jorge Chávez International Airport. This information is also posted on our website so that passengers can familiarize themselves with the applicable restrictions in advance.

In cases where our staff identifies a prohibited item in a traveler's belongings, the traveler is informed of the available options so that they can make the decision that best suits their interests.

[1] Lithium-ion batteries with a capacity greater than 100 Wh and up to 160 Wh may only be carried in carry-on luggage with the airline's authorization. The passenger must submit this request before entering the restricted area. Batteries with a capacity greater than 160 Wh are prohibited from being carried.

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Among these options is the possibility of leaving the restricted area to dispose of the item[2] or, if applicable, allowing it to be disposed of in accordance with established procedures.

In this context, items classified as prohibited and identified during the security inspection **are set aside and placed in containers intended for subsequent disposal, as required by applicable regulations**. Consequently, no procedure for the safekeeping or storage of prohibited items is implemented within the Security Inspection Station.

For these reasons, the power bank referred to in your communication is not subject to any custody procedure, and it is not possible to grant your request for its return or a refund of the cost of the device.

Finally, we must note that, in accordance with the provisions of Section III of the "OSITRAN Regulations on Complaint Handling and Dispute Resolution"—a document published on our website and accessible via the following link: https://www.lima-airport.com/pasajeros/ositran if you disagree with the decision made by our client, you may file the appeal of your choice, namely, a request for reconsideration[3] or Appeal [4], with LAP, challenging this response letter, within fifteen (15) business days, counted from the first business day following notification of our letter. To do so, you must file the corresponding appeal by letter or email sent to the following addresses: mesadepartesvirtual@lima-airport.com and/or reclamos@lima-airport.com; you may also contact our staff during business hours via the complaints hotline (517-3500).

With nothing further to add, we remain at your service.

Sincerely,

LIMA AIRPORT PARTNERS S.R.L.

MILAGROS PAREDES
Gerente Central de Desarrollo
y Sostenibilidad

ROCÍO ESPINOZA OLCAY
Gerente de Reputación

[2] The passenger may leave the airport to retrieve their belongings and, upon re-entering, pay the Single Airport Usage Fee, since this situation is not considered grounds for revalidation.
[3] The Service Provider has 15 business days from the day following the filing of an Appeal for Reconsideration to issue a ruling, and such appeal must be supported by new evidence.
[4] The deadline for the Service Provider to file an Appeal for review by OSITRAN, in the second instance, is 15 business days from the day following its filing.